

# Managers' Security Smart

## Managing Cell Phones

Between January 2004 to August 2006 186 personal and 59 government cell phones were reported to have been brought into a Security Area. Many of these qualified as incidents of security concern, and security infractions were issued to the workers who introduced the cell phones into Security Areas or allowed escorted individuals to enter with their cell phones.

These numbers indicate a serious problem. However, with Manager help, these numbers can decrease dramatically. Workers must

1. be reminded of the potential risk posed by introducing cell phones into Security Areas;
2. look at possible reasons employees may forget to remove their cell phone before entering a Security Area; and
3. think of ways to remind employees to remove cell phones before entering a Security Area.

All employees need to be aware of the Laboratory cell phone policy - whether they do or do not work in or regularly visit a Security Area. Those who do work in or regularly visit Security Areas must be most conscious of abiding by this policy since they enter Security Areas daily. Those who do not work in or regularly visit Security Areas must be constantly reminded since cell phone use restrictions are not a daily routine.

### The Risk

Cell phone technology poses unacceptable security vulnerabilities because:

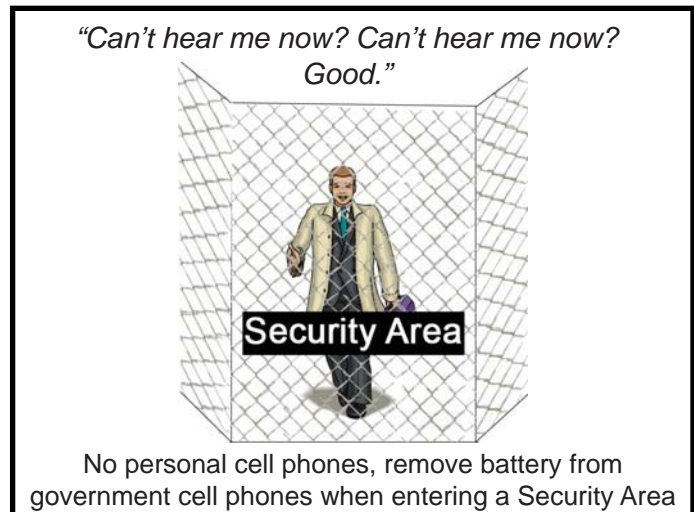
- Cell phones can transmit information even when they are turned off.
- Cell phones can be set to answer incoming calls automatically after a certain number of rings.
- Cell phones are not just phones! Many now have camera, video, web browsing, and two-way radio capabilities.
- Data stored in cell phones can be retrieved by certain software even if the data has been erased.

Imagine the information cell phones can transmit – classified conversations, pictures of classified matter, etc. The video entitled “Ears Looking at You” is humorous, but has a powerful message concerning losing information if a cell phone is left on. The video can be viewed through the LANLcast media theatre. The direct url is:

<http://real.lanl.gov:8080/ramgen/media/miscellaneous2005/EarsLook.rm>

### Why do some employees forget?

- People become distracted. They may be busy, late for meetings, tired, or have their mind on something else.
- Those who go from building to building enter various areas – some non-secure areas allow cell phones while other non-secure areas prohibit cell phones.
- Away from work, a phone may be left in a purse or bag, and an employee may forget to remove it once he or she returns to work.



## Tips for Reminding Employees

- Remind employees of the risk of introducing cell phones in Security Areas. A video entitled “Ears Looking at You” is available online through the [LANLcast](#) media theatre or by contacting [s-communications@lanl.gov](mailto:s-communications@lanl.gov).
- Remind employees to recognize the area they are entering and whether or not a cell phone is allowed. A presentation entitled “Am I in a Security Area? Can I have my cell phone here?” is available online: [http://int.lanl.gov/orgs/adeshq/docs/security\\_area.ppt](http://int.lanl.gov/orgs/adeshq/docs/security_area.ppt)
- Lockers are provided at Security Areas throughout the Laboratory to store controlled articles. If you need better locker coverage in your area, contact your Division Security Officer (DSO) or Senior Security Advisor (SSA).
- A Radio Frequency Identification (RFID) pilot program is in progress at the NISC building. RFID tags are being placed on government cell phones; tags are also available for personal cell phones. Portal readers placed outside the NISC building will sound if a cell phone containing an RFID tag passes the portal. This will alert the cell phone holder to remove his or her cell phone before entering the building. Contact the Security Help Desk for more information.
- Post “No Cell Phone” signs in various locations where cell phones are not allowed. Switch sign locations every two weeks so that signs do not become “part of the scenery”. Signs are available online: <http://int.lanl.gov/security/facility/signs/non-gov-cell.pdf>
- For those Security Areas requiring a Private Vehicle pass, consider clipping your cell phone to the Private Vehicle pass so that you cannot put the pass on the dashboard until you’ve placed your phone in a locker; or place a reminder note on the pass to remind yourself not to take a cell phone into the Security Area.
- Attach cell phones to your lanyard or buy a lanyard that can hold a badge and your cell phone. Such lanyards are available at: <http://www.artpromos.com/detail.asp?id=1482&deptid=298> or <http://www.artpromos.com/detail.asp?id=2357&deptid=298>. Then, place your badge inside your cell phone case so you are reminded to leave your phone in your car or in a locker before entering a Security Area.
- In MeetingMaker, color code meetings that are in Security Areas to remind yourself to not bring your cell phone with you. If you are preparing a meeting in a Security Area, remind meeting attendees that cell phones are not allowed in the area.
- Set an alarm on your cell phone each morning at about 10 minutes before you start work so that you are reminded to properly store your cell phone before entering a Security Area.
- Consider these questions: Do you need to bring a personal cell phone to work? Do you need a government cell phone? Would using a pager instead of a personal or government cell phone be feasible? Could your personal or government cell phone be consistently left in your personal vehicle (assumes you work in a non-Security Area)?
- Establish a course of action for those involved in incidents with government cell phones. For example, after the first offense, take the phone away for 30 days. After the second offense, take the phone away for good.

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If a cell phone is taken into a Security Area, report it! If the root cause of the situation can be determined (i.e. forgetting the phone was in a bag), solutions can be made to prevent a similar situation from occurring.

**Remember! It is our responsibility to protect the information we work with.**

Questions?? Contact the Security Help Desk (5-2002 or [security@lanl.gov](mailto:security@lanl.gov))